

Complaints

Parents

- * For every customer that takes the time to complain there are 26 others who remain silent
- * Try to find some part of the complaint that rings true for you
- * If parent begins to publicly complain move to a more private area
- * Let them vent before you defend yourself
- * After a parent complains ask more questions for clarification
- * Let them know your really listening by taking notes
- * Ask parents what you can do to resolve the situation
- * Follow policy, but try not to say "That's our policy"
- * Take some action and report back to the parent
- * Follow up a week or so later to see if they are satisfied or if you need to take further action
- * Comment/suggestion box
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